I. AMENDMENTS TO THE CLAIMS

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (original) A method of managing performance of an employee, comprising:
   collecting a set of quantitative data generated as a result of employee activities;
   collecting a set of qualitative data input characterizing employee performance;
   generating a performance grade based on the sets of quantitative and qualitative data; and
   displaying an intuitive representation of the performance grade.

2. (original) The method of claim 1, wherein collecting the set of quantitative data comprises collecting customer management service (CMS) information characterizing actions by a customer service agent from a plurality of CMS systems.

3. (original) The method of claim 2, wherein collecting the set of quantitative data further comprises:
   receiving time keeping information;
   receiving an assigned schedule;
   referencing an attendance target; and
   generating an attendance score based on a comparison of the time keeping information with the assigned schedule and the attendance target.

4. (original) The method of claim 2, wherein collecting the set of quantitative data further comprises:
   receiving call duration information
   receiving time keeping information;
   referencing an efficiency target; and
   generating an efficiency score based on a comparison of the call duration information with the time keeping information and efficiency target.

5. (currently amended) The method of claim 1, wherein collecting the set of qualitative data input further comprises:

prompting a supervisor to input qualitative performance scores;

accessing qualitative comment entries in response to a supervisor input;

receiving a qualitative entry from the supervisor;

referencing a qualitative target[[ ]]; and

generating a qualitative score based on a comparison of the qualitative entry with the qualitative target.

6. (currently amended) The method of claim 1, wherein collecting the set of quantitative data further comprises:

receiving time keeping information;

receiving on-line time information;

referencing an effectiveness target[[ ]]; and

generating an effectiveness score based on a comparison of the on-line time information with the time keeping information and effectiveness target.

7. (original) The method of claim 1, further comprising excluding a measure in response to a supervisor do-not-apply selection.

8. (currently amended) The method of claim 1, further comprising:

plotting a grading scale[[of a]] based upon a compiled plurality of weighted quantitative and qualitative performance measures; and

displaying an indicator upon the grading scale corresponding to a compiled performance score.

9. (currently amended) The method of claim 8, further comprising:

referencing compiled performance scores for a plurality of individuals assigned to a group;

computing a combined score for the group;[[and]]

plotting a grading scale[[of a]] based upon a compiled plurality of weighted quantitative

and qualitative performance measures; and

displaying an indicator upon the grading scale corresponding to the computed combined score for the group.

10. (original) The method of claim 1, further comprising assigning the quantitative data to a supervisor of the employee for managing performance of the supervisor.

11. (currently amended) A method of managing performance of an employee, comprising:

generating a performance score based on attendance;

generating a performance score based on efficiency;

generating a performance score based on effectiveness;

generating a performance score based on quality;

generating a performance score based on professionalism;

displaying performance scores of an employee to a supervisor;

receiving a feedback acknowledgement entry from the supervisor;

prompting the employee to interact with the feedback acknowledgement entry; and

tracking accomplishment of the interaction.

12. (original) The method of claim 11, further comprising:

prompting a supervisor to make a periodic review;

ranking employees in response to the periodic review;

tracking accomplishment of the review; and

reporting the employee rankings for performance incentive decisions.

13. (canceled)

14. (canceled)

15. (new) The method of claim 1, wherein collecting the set of qualitative data input further comprises:

collecting data indicative of an agent's quality of work;

collecting data indicative of an agent's professionalism;

designating a grade level to the agent based on the collected data indicative of the agent's quality of work; and

designating a point value to the agent based on the collected data indicative of the agent's professionalism.

16. (new) The method of claim 15, wherein the grade level designated to the agent is based on the agent's contribution and is selected from the group consisting of Key Contributor, Quality Plus Contributor, Quality Contributor, Contribution Below Expectations, and Contribution Needs Immediate Improvement.

17. (new) The method of claim 15, wherein the point value designated to the agent is based on the agent's skill level in the areas of unparalleled client satisfaction, teamwork, respect for the individual, diversity, and integrity.

18. (new) The method of claim 1, wherein the performance grade is generated according to the following performance categories and percentages:

80% of the performance grade is based on quality, effectiveness, and efficiency;

10% of the performance grade is based on attendance; and

10% of the performance grade is based on professionalism.

19. (new) The method of claim 11, wherein:

the performance score for efficiency is based on average handle time and after call work;

the performance score for effectiveness is based on schedule adherence;

the performance score for quality is based on an overall quality score;

the performance score for attendance is based on absences and tardies; and

the performance score for professionalism is based on teamwork and integrity.

20. (new) The method of claim 8, wherein plotting the grading scale and displaying the indicator upon the grading scale further comprise:

proportioning grade ranges by their relative weighting;

stacking the grade ranges radially to form a pie chart; and

including an arrow showing a composite score for the employee.